Meeting Agenda	Customer Advisory Board
	June 11, 2010 1:30 pm to 4:00 pm Forum Boardroom

AGENDA TOPICS		
Time	**Topic**	**Topic Lead**
	Meeting Purpose: Brief the CAB on the To-Be Service Definitions for shared Email and Servers before the ESC is briefed, and design/pricing can begin.	Kit Bail
1:30 – 1:45	Shared Service Priorities • The CAB, as their first order of business, could adopt the following recommended priorities for shared services: 1. Email 2. Servers 3. Desktop support	Kit Bail
1:45 – 2:30	Shared Email To-Be Service Definition • Briefing: To-Be Service Definition, solution design, and status • Discussion: Brief the ESC and proceed to cost analysis and rate setting • First steps, or early actions, to take while pricing is underway • Related projects in DIS and other agencies.	Andy Hill
2:30 – 3:30	Shared Server To-Be Service Definition • Briefing: To-Be Service Definition • Discussion: Brief the ESC and proceed to cost analysis and rate setting • First steps, or early actions, to take while design and pricing is underway • Related projects in DIS and other agencies	Debbie Stewart

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Time	**Topic**	**Topic Lead**
3:30 – 4:00	Desktop Support – Brief summary of To-Be Service definition • Summary of To-Be Service Definition and forthcoming recommendations • Present the full service definition at the July CAB meeting	Ron Seymour
4:00	Meeting Close *After the prices and service levels have been negotiated for each shared service, each service will present the following to the CAB:* • *Agreed upon service definition and service levels, rates, and supporting designs* • *Business case (Step 4 in the shared service framework)* • *Timeline for implementation (Steps 5 + in the framework)* • *Capacity and skills in DIS and other agencies to implement* • *Resource shifts in agencies and DIS needed for implementation* • *Next steps, or early actions, to take during implementation* • *Related projects underway in DIS and other agencies.* • *Review/recommend adoption by ESC to commence implementation*	

Next Meeting:
   July 14th, 2010
   1:30 to 3:30
   Forum Boardroom